



Artificial Intelligence–Driven Quality Assurance in Indian Higher Education: A Human-Centred Framework for Strengthening NAAC Accreditation

Shalu Rani, Department of Computer Science, Dayanand College, Hisar, Haryana, India,
shalunarang@dnc.ac.in

Dr. Neeru Bala, Department of Mathematics, Dayanand College, Hisar Haryana, India
neerubala@dnc.ac.in

Abstract

The increasing digitization of higher education governance has reshaped accreditation systems globally. In India, the evolving framework of the National Assessment and Accreditation Council (NAAC) reflects a transition toward metric-based, digitally verifiable institutional evaluation. While these reforms enhance transparency and comparability, they also introduce substantial administrative and data-management complexity. This paper develops a Human-Centered AI Quality Assurance Model (HCAI-QAM) to integrate artificial intelligence into accreditation processes without undermining academic autonomy or ethical governance. Grounded in sociotechnical systems theory and human-in-the-loop principles, the framework consists of five interlinked layers: data integrity, predictive analytics, explainability, participatory oversight, and continuous quality enhancement. The study maps AI interventions directly to NAAC's seven accreditation criteria and proposes safeguards for responsible deployment. The findings suggest that AI can shift accreditation from episodic compliance toward sustained institutional learning when embedded within governance-oriented structures.

